



Press Release

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For Immediate Release
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Prison Industry Authority Receives Quality Certification

International Organization for Standardization Recognizes State Agency for Quality Practices

(Folsom, CA) The Prison Industry Authority (PIA), the State organization that operates factories in California prisons, has received the International Organization for Standardization (ISO) certification for implementing quality practices and procedures in its design and manufacturing of modular metal furniture.

The certification also establishes quality standards for other areas of PIA's operations that interface with the modular furniture product line including: customer service, accounting, marketing, personnel, management information systems, and business services. The certification is widely recognized as an achievement for manufacturing, trade, and communications organizations that have instituted quality standards with the goal of continuing to improve its operational practices.

"PIA is extremely pleased to receive the ISO certification, because it represents a standard of quality that is recognized by the private sector both nationally and internationally. This quality certification requires that our management system be documented and effectively implemented, which PIA has been diligently working to develop over the last year. PIA is enhancing our quality practices as we have committed resources for improving our operational systems over the coming years," said PIA acting General Manager Chuck Pattillo.

The ISO is a highly credible standard that provides a guide for establishing, improving, and maintaining an effective management system. Established as an internationally recognized standard, it was initially aimed at manufacturing, but now is acclaimed as an excellent management system for any organization. Agencies must demonstrate conformance to all requirements of this standard prior to an initial certification. Compliance includes the need to identify, define, and meet requirements for quality, continuous improvement, product and service provision, and the measurement and improvement of customer satisfaction.

Management responsibility is a key component to successful and effective continuous improvement. The standard requires that executive management make a commitment to establish clear policies, and objectives, to communicate these to the organization, to implement a quality management system, and to perform reviews on that system to determine its level of effectiveness. The leadership team must react to the results of the reviews to ensure that system objectives are viable and that processes are continuously improving.

PIA's products and services are available to governmental entities, including federal, state, and local agencies. PIA operates factories that produce a variety of goods and services including: modular buildings, office furniture, eye glasses, license plates, coffee, shoes, printing services, signs, binders, clothing, and much more. PIA has established the Inmate Employability Program, which provides training, certification, and job placement assistance, to improve the employability of inmates upon parole.

While PIA work assignments help train inmates to prepare for employment, the program also reduces idleness and decreases violence in the institutions. Court-ordered restitution/fines are deducted from the wages earned by PIA inmates and are transferred to the Crime Victims' Restitution Fund. In fiscal year 2005-2006 over \$700,000 of PIA inmates' earnings was deposited into this fund.

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